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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/733,677	12/11/2003	NV Tyagarajan	G15.001	8946
28062	7590	10/18/2005	EXAMINER	
BUCKLEY, MASCHOFF, TALWALKAR LLC			BUI, BING Q	
5 ELM STREET			ART UNIT	
NEW CANAAN, CT 06840			PAPER NUMBER	
			2642	

DATE MAILED: 10/18/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	10/733,677	TYAGARAJAN ET AL.	
	Examiner	Art Unit	
	Bing Q. Bui	2642	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 11 December 2003.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-51 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-51 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 11 December 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date <u>12/11/2003</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. Claims 1-51 are pending in the application for examination, wherein claims 1, 11, 14, 46, 47, 48, 49, 50 and 51 being independent.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

3. Claims 1-51 are rejected under 35 U.S.C. 102(b) as being anticipated by Honda et al (US Pat No. 5,592,542) cited in Applicant's IDS, herein after referred as Honda.

Regarding claim 1, referring to figures 1, 4 and 7-9, Honda teaches a method for selecting an agent for a call, comprising:

determining an off process time for each of a plurality of agents (see col. 7, Ins 23-64); and

routing an incoming call to a first available agent in said plurality of agents, wherein said first available agents has an off process time that is higher than other available agents in said plurality of agents (see col. 7, Ins 23-64).

Regarding claim 2, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 1, wherein said determining an off process time for each of a plurality of agents

includes determining an off process time for each of a plurality of agents after receiving said incoming call (see col. 7, Ins 23-64).

Regarding claim 3, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 1, wherein said determining an off process time for each of a plurality of agents includes determining how much off process time each agent in said plurality of agents has had during a time period (see col. 7, Ins 23-64).

Regarding claim 4, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 1, wherein said first available agent has an off process time higher than all other available agents in said plurality of agents (see col. 7, Ins 23-64).

Regarding claim 5, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 1, further comprising determining that said first available agent has a higher off process time than any other available agent in said plurality of agents (see col. 7, Ins 23-64).

Regarding claim 6, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 1, further comprising determining that an agent is needed to handle said incoming call (see col. 7, Ins 23-64).

Regarding claim 7, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 1, further comprising receiving said incoming call (see col. 7, Ins 23-64).

Regarding claim 8, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 1, wherein an off process time for an agent includes time that said agent has been on hold plus time that said agent has been idle (see col. 7, Ins 23-64).

Regarding claim 9, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 1, further comprising skipping a second available agent to handle said incoming call, said second available agent having an off process time that is higher than said first available agent's off process time and said second available agent being one of said plurality of agents (see col. 7, Ins 23-64).

Regarding claim 10, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 1, wherein said determining an off process time for each of a plurality of agents includes determining an off process time only for available agents (see col. 7, Ins 23-64).

Regarding claim 11, referring to figures 1, 4 and 7-9, Honda teaches a method for selecting an agent for a call, comprising:

assigning a priority to each of a plurality of agents (see col. 4, Ins 25-42; and col. 7, Ins 23-64); and

routing an incoming call to a first available agent in said plurality of agents, wherein said first available agents has a priority that is higher than other available agents in said plurality of agents (see col. 4, Ins 25-42; and col. 7, Ins 23-64).

Regarding claim 12, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 11, determining that said first available agent has a higher priority than any other available agent in said plurality of agents (see col. 4, Ins 25-42; and col. 7, Ins 23-64).

Regarding claim 13, referring to figures 1, 4 and 7-9, Honda teaches the method of claim 11, further comprising skipping a second available agent to handle said

incoming call, said second available agent having a priority that is higher than said first available agent's priority and said second available agent being one of said plurality of agents (see col. 4, Ins 25-42; and col. 7, Ins 23-64).

Regarding claim 14, referring to figures 1, 4 and 7-9, Honda teaches a method for selecting an agent for a call, comprising:

establishing a first group of agents (see col. 6, ln 55-col. 7, ln 7; and col. 8, Ins 40-67);

establishing a second group of agents (see col. 6, ln 55-col. 7, ln 7; and col. 8, Ins 40-67);

routing an incoming call to an available agent in said first group of agents if an available agent exists in said first group of agents or routing said call to an available agent in said second group if no available agents exist in said first group (see col. 6, ln 55-col. 7, ln 7; and col. 8, Ins 40-67).

As to claims 15-51, note figures 1, 4 and 7-9, and col. 4, Ins 25-42, and col. 6, ln 55-col. 7, ln 64, and col. 8, Ins 40-67)

Conclusion

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

The following patents are cited to further show the state of the art in general:

U.S. Pat. No. 5,206,903

U.S. Pat. No. 6,424,709

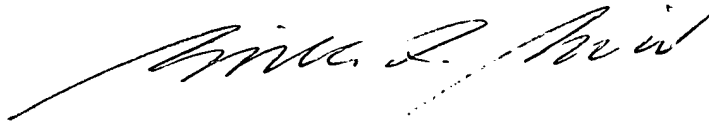
U.S. Pat. No. 6,661,889

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bing Bui whose telephone number is (571) 272-7482. The examiner can normally be reached on Monday through Thursday from 7:30 to 5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is (571) 273-8300 and for formal communications intended for entry (please label the response ☐EXPEDITED PROCEDURE☐) or for informal or draft communications not intended for entry (please label the response "PROPOSED" or "DRAFT").

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (571) 272-2600.

10 Oct 2005



BING Q. BUI
PRIMARY EXAMINER